

MODULE 5 BENEFICIARY FEEDBACK LOOPS AND COMPLAINTS MECHANISMS

PART 5 CASE STUDY 4

In this part of module 5, we will explore the **fourth case study concerning the Myanmar Floods.**

In July 2015, there was unusually heavy monsoon rainfall in Myanmar. This, alongside Cyclone Komen, caused rivers to overflow and low-lying areas to flood. Effects were worsened by the mismanagement of irrigation projects and soil erosion caused by logging and deforestation.

At its peak, the floods in Myanmar affected over 9 million people across 12 of Myanmar's 14 states and regions. 1.7 million people were further displaced, 15,000 homes were destroyed, as were more than 840,000 acres of agricultural land and crops.

In terms of relief efforts, the Myanmar government was accused of responding slowly to the crisis, however, they sought international aid and the UN pledged \$9 million in assistance. The UN's World Food Programme also delivered consumable aid to 82,000 people who were the worst affected.

Regarding long-term assistance in terms of clothing, there was a proposal to distribute t-shirts but it was clear after discussions with those affected that the most important clothing items needed were school uniforms. This was because children were not allowed to go to school without uniforms and many lost their uniforms during the floods.

Regarding other material forms of assistance, some agencies distributed expensive blankets to beneficiaries. However, it was discovered during post-distribution monitoring that many recipients did not need these blankets and so they sold them in order to purchase mosquito nets which they required more urgently.

Once the aid agencies discovered this issue, locally-made blankets were distributed instead and mosquito nets were added to the relief supplies provided. Although this example illustrates a *lack of initial engagement with beneficiaries about what they needed, it* also demonstrates how such a *situation can be remedied.*